



ATTORNEYS AT LAW

SUITE 3100 ■ 140 BROADWAY ■ NEW YORK, NEW YORK 10005-9998

212-973-8000 ■ FAX: 212-972-8798

<http://www.schnader.com>

DEPT OF TRANSPORTATION
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December 13, 2000

George N. Tompkins, III
Direct Dial: 212-973-8033
Direct Fax: 212-972-8798
Internet Address: GtompkinsIII@schnader.com

VIA FEDERAL EXPRESS

Dockets – Docket OST 98-3304 -518
U.S. Department of Transportation
400 Seventh Street, S.W., Room PL 401
Washington, D.C. 20590

Re: Asiana Airlines/Foreign Air Carrier Family Support Plan Amendment
Our Ref: 0012587.0006

Dear Sir/Madam:

On behalf of Asiana Airlines, Inc., we enclose herewith the letter of Chan Bup Park, Executive Vice President of Asiana Airlines and Asiana's Aviation Disaster Family Assistance Plan in compliance with the Wendall H. Ford Aviation Investment and Reform Act for the 21st Century (AIR-21) and 49 U.S.C. § 41313. Please file stamp as received the copy of this letter and a copy of the Asiana Aviation Disaster Family Assistance Plan and return to the undersigned in the enclosed self-addressed stamped envelope.

If you have any questions regarding the enclosures, please telephone the undersigned at

Thank you for your cooperation.

Sincerely yours,

George N. Tompkins, III

GNT III/rar
Enclosures

Kangseo P.O. Box 98, Asiana Town 47
Osse-Dong, Kangseo-Ku, Seoul, Korea
Web site : www.flyasiana.com
e-mail : jhupark@flyasiana.com

Pax. Res:(02)669-4000
Cargo Res:(02)3141-3100
Direct Tel:(02)669-3871/4
Direct Fax:(02)669-3870



December 11, 2000

The Secretary of Transportation
U.S. Department of Transportation
400 Seventh St. SW
Washington, D.C. 20590
U.S.A.

Re: Foreign Air Carrier Family Support Act

Dear Mr. Secretary:

In compliance with the amendment of the Foreign Air Carrier Family Support Act 2000, Asiana Airlines, Inc. is hereby submitting its amended plan for addressing the needs of the families of passengers involved in an aircraft accident covered by that Act. The plan is also being submitted to the Chairman of the National Transportation Safety Board at the same time.

Sincerely yours,

A handwritten signature in black ink, appearing to read "Chan Bup, Park".

Chan Bup, Park
Executive Vice President.

Asiana Airlines, Inc.

Aviation Disaster Family Assistance Plan

December 2000 EDITION

Introduction

The Foreign Air Carrier Family Support (the "Act") signed by The President of the United States on December 16, 1997 requires that a foreign air carrier providing "foreign air transportation" under chapter 413 of Title 49, United States Code shall submit to the Secretary of Transportation and the Chairman of the National Transportation Safety Board a plan for addressing the needs of the families of passengers involved in an aircraft accident that occurs within the United States, and involves a foreign air carrier and results in a major loss of life.

In 1996, Asiana Airlines, Inc. ("Asiana") prepared a Crisis Management Manual ("C.M MANUAL") and has trained its personnel since that time through annually conducted simulated response exercises. The C.M MANUAL contains the procedures and family assistance services which Asiana will provide in the event of an aviation disaster.

Asiana has prepared this Family Assistance Plan ("Plan") to assist the families of passengers involved in an aircraft accident in the United States and has amended its C.M MANUAL to include this Plan.

Detailed information on specific functions is contained in the Asiana C.M MANUAL listed in italics on each page of the this Plan.

Assurance to Commit Sufficient Resources

Asiana maintains a corporate, departmental, and local emergency response and family assistance program by which Asiana can address the needs of families of passengers involved in an accident. During such a crisis, employees are assigned functions such as family assistance, accident investigation, media relations, and liaison with government agencies and support organizations. Asiana's resources are directed to those efforts through its Crisis Management Center.

Asiana has established cooperative working relationships among all internal and external organizations which will be involved in responding to a major accident to allow concurrent crisis management and continued safe operation of aircraft.

Asiana has committed sufficient resources to carry out its Family Assistance Plan in accordance with § 41313 (c)(13).

Training

Through annual training, including family assistance training, Asiana has trained its employees to cope with emergencies. Such family support training includes the following:

- how to make initial contact with families
- how to communicate with families
- how to deal with the highly stressed families
- how to meet the needs of survivors and family members following an accident
- logistical support
- understanding the roles of all parties involved in an accident
- understanding the requirements of family assistance under U.S. law

Calls From Families

Asiana will publicize toll-free telephone numbers within one(1) hour after its Flight Dispatch & Control Team receives confirmation of an Asiana aircraft accident in the United States which results in a major loss of life. Toll-free telephone numbers will be publicized by Asiana's public relation team both in Korea and in the United States in order to receive calls from families of all passengers.

Telephones will be staffed by reservation agents at Asiana's Reservation Center in Seoul, Korea, and at Asiana's U.S.A. Regional Office in Los Angeles.

The main purpose of the toll-free number is to elicit information from persons who believe a family member might have been a passenger on the aircraft involved in the accident. In addition, upon request, Asiana will provide information authorized for release by the public relations team.

If there is a sufficient reason to believe that a family member may have been a passenger on that flight, Asiana staff will complete a Victims Inquiry Form and forward it to the Crisis Management Center.

In the event that Asiana volunteers assistance to United States citizens within the United States with respect to an aircraft accident happening outside the United States involving major loss of life, Asiana will consult with the National Transportation Safety Board and the Department of State on the provision of such assistance as appropriate.

Notification of Families

Asiana will notify the families of passengers involved in an aircraft accident before publicizing the names of passengers in the media or otherwise. Notice to the families of U.S. citizens shall be provided by using the service of the organization designated for the accident under section 1136 (a) (2) of Title 49, U.S. Code.

Asiana's Traffic Service Team will verify the initial passenger manifest recorded on its on-line system, by comparing it to the ticket coupon collected at the time of boarding. Once the preliminary passenger list is completed, Asiana's Crisis Management Center will distribute it to the U.S. Regional Office in order to notify the families of U.S. citizens by using the services of the organization designated pursuant to the Act.

The Asiana Traffic Service Team has the responsibility for notifying the families of Korean passengers.

Asiana expects that specific members of the designated organization will be dedicated to each family.

Asiana will establish a team designated to try to locate families who do not telephone and will have a team to meet waiting families at destination and connection airports and make arrangements for a private room at the airport to collect family information and contact telephone numbers and other contact information

Assurance of Prompt Notification

Asiana will notify a passenger's family as soon as practicable after the identity of the passenger has been verified, whether or not the names of all passengers on the accident aircraft have been verified.

AAR Crisis Management Manual Annex 18-9

Passenger List

Asiana will immediately provide and update a list of the names of the passengers aboard the accident aircraft based on the best available information at the time of the request.

Immediately upon request, Asiana will transmit this information to the Director of Family Support Services designated for the accident and the organization designated for the accident under section 1136 (a) of Title 49, U.S. Code. Asiana will periodically update the passenger list.

With respect to U.S. citizen passengers, Asiana will transmit a complete and accurate compilation of the information collected pursuant to Section 243.7 of Part 243 of Title 14 of the Code of U.S. Federal Regulations to the U.S. Department of State as quickly as possible, but not later than three (3) hours after the notification of an Asiana aircraft accident.

Transportation to the Location of the Accident and Family Assistance at the Accident Site

Asiana will assist the family of any passenger in traveling to the location of the accident and provide for the physical care of the family staying at such location.

Immediately upon request, Asiana will work with the organization designated by the Act to arrange the visit of the families of U.S. citizens to the accident site and to contact the families of all passengers unable to travel to such location and to maintain contact with all affected families periodically for as long as is desirable. Asiana will offer such assistance to more than one person per family and more than one staff will be assigned to each passenger family.

Asiana will pay the transportation costs, hotel accommodations and meal costs and reasonable communications costs for two(2) family members to travel to the accident site.

Disposition of Remains

In the recovery, identification and disposition of remains, Asiana will cooperate with the designated U.S. authority, local medical examiners and coroners.

Asiana will consult with the family of each passenger and honor their reasonable wishes for the disposition of remains.

AAR Crisis Management Manual Annex 18-9

Return of Possessions & Personal Effects

If requested by the family of a passenger, any possession (regardless of its condition) of that passenger that is within the control of Asiana, will be returned to the family unless the possession is needed for the accident investigation or a criminal investigation. Any unclaimed property of a passenger within the control of Asiana will be retained by Asiana for not less than 18 months after the date of the accident.

Asiana will consider contracting out the responsibilities for identification and return of personal effects to a private company having expertise in that area.

After all possessions and personal effects are in the control of Asiana or its contracting third party, Asiana will contact the families of passengers and ask them how they would like the recovered items returned. Asiana will follow the direction of the family about the return or other disposition of each item.

An inventory list shall be prepared to track receipt and transfer.

Monuments

The family of each passenger will be consulted about the construction by Asiana of any monument to the passengers that may be erected in the United States, including any inscription on the monument.

Asiana will consider the wishes of the families but it may not be possible to obtain a full consensus of the families on the design or inscription of any such monument. To avoid lengthy delays, Asiana will implement the design agreeable to the majority of the families.

Working with Designated Organization

Asiana will work with the organization designated under section 1136 (a) (2) of Title 49, U.S. Code on an ongoing basis to ensure that families of passengers receive an appropriate level of service, support and assistance following an accident.

Asiana will coordinate with the designated organization with respect to the following services and support:

- to take such actions as may be necessary to provide an environment in which the families of passengers may grieve in private
- to meet with the families of passengers who have traveled to the location of the accident, to contact the families of passengers unable to travel to such location and to contact all affected families periodically, to the extent agreeable to the families.

Compensation to Designated Organization

Asiana will provide reasonable compensation to any organization designated under section 1136 (a) (2) of Title 49, U.S. Code for services and assistance provided by the organization.

Asiana shall be provided by such organization with a tasks plan outlining possible and anticipated expenses as soon as possible after the designated organization commences its services and assistance. The designated organization should consult with Asiana as costs are incurred. Material changes to the tasks plan and any unanticipated expenses should be coordinated with Asiana before implemented or incurred.

Equal Treatment of Passengers

The treatment of and assistance to the families of non-revenue passengers will be the same as that rendered to the families of revenue passengers.

AAR Crisis Management Manual Annex 18-9

Emergency Contact

Asiana will provide the National Transportation Safety Board under separate cover with a list of 24-hour emergency telephone contact numbers of key airline personnel which the National Transportation Safety Board can call in the event of an accident in the United States resulting in major loss of life. These contact numbers will be at Asiana's headquarters and at the location of its principal office in the United States and will include the U.S. Manager's home and office telephone numbers.

The telephone numbers of key management officials of Asiana will include the name of the person who will be in charge of family assistance activities at the accident site, the person in charge of compiling a passenger list, and the person in charge of family notification.

AAR Crisis Management Manual Annex 18-9